ABSTRACT

An automatic call distribution system is adapted to connect a telephone call of a caller to an agent station through a public switched telephone network (PSTN) where call information identifiers received from the PSTN are repopulated. The method includes the steps of receiving the incoming telephone from the PSTN, transferring the incoming call to a voice response unit (VRU), requesting, by the VRU, predetermined data from the caller, receiving, by the VRU, the requested predetermined data, repopulating a portion of the call information identifiers with repopulated data corresponding to the predetermined data, transferring the incoming telephone call back to the automatic call distribution system from the VRU along with the repopulated data retained within the call information identifiers, routing the transferred call to the agent station, displaying the repopulated data.

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